



Iowa Department of Human Services

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INFORMATIONAL LETTER NO.1239

DATE: May 2, 2013

TO: Iowa Medicaid Dentists

ISSUED BY: Iowa Department of Human Services, Iowa Medicaid Enterprise (IME)

RE: Secure Messaging through the Iowa Health Information Network (IHIN) for Dental Prior Authorizations

Informational Letter No. [1196](#) issued on December 14, 2012, announced the exciting news about the Iowa Health Information Network and the participation of the IME in the IHIN Direct Secure Messaging (DSM) service. This service is HIPAA approved and is provided in addition to the current postal mail and fax processes. The two following direct email addresses may be used for prior authorizations should you choose this option:

Dental Prior Authorizations IME.DentalPA@direct.iowahealth.net
Medical Prior Authorizations IME.PriorAuths@direct.iowahealth.net

DSM is a secure email service that sends emails and attachments securely, authenticated, and encrypted health information directly to trusted recipients over the internet using the IHIN. DSM can be used in care transitions, discharges, referrals and in disease reporting.

An advantage of the service is that pictures can be downloaded and attached to the email improving the quality of the images from the existing faxed forms that are received today. Many of you have adopted electronic health records (EHR) and are working with your EHR vendors to support health information exchange. If your vendor is not capable of connecting directly, or you have not transitioned to EHR, another mechanism is in place and available to you by using the web portal access in the interim.

The cost to participate to the IHIN is currently on the Iowa eHealth's website which can be found at: <http://www.iowahealth.org/>.

The IME is hosting several informational webinars for dentists and their administrators to demonstrate how the secure portal works and to answer any questions that you may have. If you are interested in using this new tool, please join us and register for a session by clicking on a date below. Once registered you will receive an email confirming your registration with information you need to join the webinar. If you have further questions please contact Koreen Rayl at krayl@dhs.state.ia.us.

Webinar Dates:

[Fri, May 10, 2013 7:30 AM - 8:30 AM CDT](#)

[Mon, May 13, 2013 7:30 AM - 8:30 AM CDT](#)

[Fri, May 17, 2013 7:30 AM - 8:30 AM CDT](#)

[Mon, May 20, 2013 7:30 AM - 8:30 AM CDT](#)

How do I get started connecting to the IHIN?

More information about the IHIN can be found at www.iowaehealth.org/provider. The Direct Secure Messaging participation agreement is located under the State Resources menu item. Remember to identify your staff on Attachment D.

How much does it cost to participate?

The fee schedule is posted on the State Resources page located here:

http://www.iowaehealth.org/provider/resources_stateresources.html.

Do I need an electronic health records system to use Direct Secure Messaging?

No. You may access the Direct Clinical Portal internet website using your browser by just typing <https://portal.iowaehealth.net> in the URL address line. Your email address format will be firstname.lastname@iowaehealth.net. When you are in the clinical portal you can send a message with or without attachments to other providers on the IHIN. User guides explaining how to use the portal can be found here:

http://www.iowaehealth.org/provider/hie_user_guides.html.

My EHR plans to integrate with direct secure messaging in the future. When that happens, will I still need to use the portal?

Once your EHR has DSM integrated you will then begin working out of your EHR system to send direct messages. You will not have to log on to another website. Your EHR will, however, give you a new DSM email address which may include the HISP domain as part of the name. For example if your EHR is EPIC and your organization is Iowa Medical Center then your new direct email address may be john.smith@IMCDirectEPIC.

Transitioning from the Direct Clinical Portal to your EHR HISP is analogous to changing email addresses. If you've ever had a Gmail account and then switched to a Hotmail account for example, then you know there are certain things you have to do when you make the switch. You need to save any Gmail messages you want to keep to your desktop or to a network file and you need to notify your contacts that your email address is changing. The same things will need to happen when you switch from using the Direct Clinical Portal to using your EHR HISP.

Frequently Asked Questions are also found at:

<http://www.iowaehealth.org/consumer/faq.html>.